



Ontrack Data Recovery Services

Data recovery service options

In-Lab Services

Data recovery that is performed by experienced Ontrack[®] data recovery engineers using our proprietary technology in a secure lab environment. This service is designed for storage media and platforms that have suffered from physical hardware failures, logical software, or inadvertent human error.

Remote Data Recovery™ (RDR) Services

Data recovery that is performed remotely via our proprietary technology through a secure, encrypted internet connection to the client's system. This service provides a lab-quality recovery on your server or enterprise storage without the need to ship the media to our lab. RDR Services are available when hardware is functioning normally. This service allows the Ontrack team to bring the data back online in a fraction of the time it takes to restore from a backup or recreate.

On-Site Services

Data recovery that is performed at your location by Ontrack data recovery engineers for the most critical and sensitive logical data loss situations.

Custom Solutions

Data recovery for your proprietary and/or highly complex systems. Ontrack has an R&D team on staff to assist our engineering teams with developing customer solutions for the most difficult data recovery challenges.

Ontrack[®] data recovery services offer industry leading solutions to recover data from virtually any type of data storage device.

Utilising a suite of proprietary recovery tools and the most experienced data recovery engineering team in the world, our services are uniquely equipped to solve even the most extreme data loss scenario.

Benefit	Standard Service	Priority Service	Emergency Service
World's leading recovery service	●	●	●
Dedicated data services representative support	●	●	●
Class 100 cleanrooms	●	●	●
Professional and highly trained engineers	●	●	●
Expedited service		●	●
24-hour Service, 7-days a week until the job is completed			●
File recovery report provided before you commit to recovery*	●	●	●

*A fee is required for this service.

This guide outlines an extensive list of technologies that our world class engineering team can service for data recovery. In addition to offering data recovery services on these listed items, our in-house research and development team has the expertise to develop customised recovery tools and methods for less commonly used and/or proprietary systems and databases.

Storage Manufacturers	Backup Formats	Databases	Operating Systems
DataCore™ Dell® Drobo™ Hitachi® (HDS) HP® Huawei IBM® Infotrend® Intel® NetApp™ NexSAN® Oracle®/Sun®	Acronis Arcserve Backup Exec Cohesity Commvault HP Data Protector/Avamar Legato/Networker NetBackup NetVault Rubrik Tivoli Storage Manager (TSM) IBM Spectrum Protect Ultrabac Veeam Veritas	Microsoft® Exchange Microsoft® SQL Microsoft® SharePoint® Lotus® Notes MySQL Oracle® Paradox® SQLite Sybase® Visual FoxPro	Microsoft® Windows® Microsoft® Hyper-V™ VMware® BSD Citrix® XenServer® HP® UX IBM® AIX® Linux® Mac® NetWare® Sun® Solaris™ UNIX™ VAX / VMS
Magnetic Media	Electronic Media	Optical Media	
SCSI, IDE, ATA, SATA, SAS, Fibre Channel HDDs Jazz / Zip, removable media Floppy diskettes All tape formats	Solid-State Drives (SSDs) NVMe PCIe xD Media USB Flash Drives SD Media M2 SSD CompactFlash Memory Stick SmartMedia	CD-R / CD-RW DVD-R / DVD+R DVD-ROM DVD-RW / DVD+RW Magneto-Opticals (various formats)	
Tape Media			
LTO (all formats) QIC Mini-QIC / Travan 8mm 4mm DAT, DDS, DDS2, DDS3, DDS4	DLT (all formats) AIT, AIT2, AIT3 3480/3490/3490E DEC TK 9-Track	SuperDLT StorageTek® 9840, 9940 series ADR VXA Exabyte 8mm 8200/9500/9700, Mammoth, M2 tape series	
Data Encryption Types			
CheckPoint™ (Pointsec™) McAfee EndPoint Encryption (Safeboot™) BitLocker™	Sophos SafeGuard Easy™ PC Guardian™ Credent® Mobile	Symantec™ PGP Windows EFS TrueCrypt™	
Malware			
Ontrack has solutions to recover from over 250 types of Ransomware.			

Don't see your system or media?
Contact an Ontrack Data Recovery Specialist today!

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